

JOB DESCRIPTION

DIRECTORATE: TWAM Enterprises Ltd (TWAME)

POST TITLE: **SHOP ASSISTANT**

RESPONSIBLE TO: Retail Operations Manager

JOB PURPOSE: To assist in the operation of the Shop, as directed by the Retail Operations Manager selling products in a high volume retail environment whilst providing a high standard of customer care.

MAIN DUTIES: The following list is typical of the level of duties which the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar type and level may be required from time to time.

1. Operating the electronic point of sale (Epos) to transact cash, cheque and credit card sales.
2. Delivering a high standard of customer care to venue visitors, assisting them in their product selection.
3. Merchandising shop product to a high standard, in accordance with TWAME range plans and merchandising guidelines. Also ensuring that the shop space is clean, safe and tidy.
4. Undertaking daily reconciliations of shop takings in accordance with TWAME cash handling procedures.
5. Monitoring the Epos database to ensure that new products are correctly priced on the system, and actioning price changes as instructed.
6. Checking and merchandising incoming stock, maintaining accurate Epos stock records and adjusting any stock discrepancies. Maintaining adequate stocks of packaging and stationery materials.
7. Assisting in the preparation, planning and undertaking of monthly and annual stock counts.
8. Meeting and greeting visitors to the museum, distributing marketing and event information, and actively promoting visitor donations
9. Promoting and implementing TWAME equality and diversity policies in all aspects of employment and service delivery